June 26, 2014

General Updates

Reminder - Holiday and Checkwrite Schedule

CSC will observe the Independence Day holiday on Friday, July 4, 2014. The NCTracks Call Center will be closed on that day, but the Pharmacy Prior Approval Unit will be available from 7:00 a.m. to 6:00 p.m.

Also, in keeping with the posted checkwrite schedules, **there will be no checkwrite on July 1** due to the State Fiscal Year End. The next checkwrite will be July 8.

The 2014 checkwrite schedules can be found under the Quick Links on the Provider Portal home page at https://www.nctracks.nc.gov/content/public/providers.html.

New FAQs Added for PA and Recipient Eligibility

New Frequently Asked Questions (FAQs) have been added to the NCTracks Provider Portal, based on recent provider training sessions. The questions and answers were added to the following topic areas:

- Prior Approval (PA) FAQs
- Recipient Eligibility Inquiry FAQs

The FAQs are a valuable resource that can help providers save time in addressing common questions. For links to all of the topic areas, see the Frequently Asked Questions Main Page.

Reminder to Check Eligibility Later in the Day

Recipient eligibility information in NCTracks is updated from NCFAST and the volume is greater at the end of the month. The transfer of information about recipient eligibility often isn't completed until the end of the first day of the month, and sometimes not until the middle of the second day. If eligibility is being renewed or extended at the end of the month, the new eligibility may not yet be in NCTracks.

Many providers check eligibility at the first of the month for the beneficiaries they expect to see that month. The N.C. Division of Health and Human Services (DHHS) recommends checking eligibility on the first couple of days of the month only for beneficiaries who need services specifically on those days.

For an emergency, contact the Eligibility Information System (EIS) staff at DHHS at 1-919-855-4000.

Issues List Updated on Provider Portal

The Issues List has been updated. The most recent version of the list can be found under Quick Links on the NCTracks Provider Portal home page. The list includes a brief explanation of the issue, the type(s) of providers affected, the status of the issue (Open/Closed), and comments/resolution of the issue. The list is not intended to include every issue, but rather the prevalent ones impacting multiple providers. More issues will be added. Providers are encouraged to check the list before contacting the Call Center, in case it may be a known issue.

Dental Update

Update to Notice of Change in the Orthodontic Prior Approval Process

To correct problems with NCTracks regarding payment of the panoramic films rendered as part of the orthodontic records claim, CSC will grant prior approval of orthodontic records. Approval for the orthodontic records will be granted regardless of the outcome of the review (approval or denial) as long as the recipient has not exceeded the once per lifetime policy limit for orthodontic records.

Effective immediately, orthodontic records rendered on or after May 1, 2014 should be included on the request for orthodontic prior approval. Providers should include orthodontic record procedure codes D0330, D0340, D0470, and D8080. Do not include codes D0150 or D8670. Procedure code D8670 will be added by CSC Prior Approval Staff for cases that are approved for orthodontic services.

In addition, effective immediately, the date of service for the orthodontic records should be included. Providers should enter the date of service in the "Request Begin Date" field on the provider portal. If submitted via mail or fax, the date of service should be included on the ADA claim form in field 24 (Procedure Date.)

Thank you,

The NCTracks Team

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Forward this email